

IT- 314
Software Engineering
Group - 14
Workflow Management system

Question 1) Automated ticket issuing system

Ambiguities and omissions found in the automated ticket issuing system are as follows:

- What kind of tickets will be sold - e-tickets or physical tickets?
- How many tickets can a single user buy for a destination at a time?
- Will there be an account for each user that stores the history or a guest account will be used every time?
- Is cancellation possible?
- What will happen if the connection is lost right before the payment? Will the progress be saved?
- What happens if an invalid card is input in the system?
- What is the order in which the booking happens? E.g., select->enter card->pay. What happens if the order is not followed?
- Will the system have a timeout feature, i.e., will the system return to the default state if procedure is not completed?
- What is the procedure to book another ticket? Does a user have to restart the process to buy a new ticket to a different destination?
- Does the user get an option to select the seat they want?
- Which stations will be included in the menu - only the ones that have the machine installed and have direct connections, or all possible destinations?

Question 2) Library information system

Functional Requirements:

- Separate login for member, and admin (Librarian)
- Book borrowing facility to members.
- Search option to search for books
- Extend date of borrowing
- Admin can enter a new purchase record.
- Admin able to remove a record
- Admin can add new members
- Passwords must be encrypted
- Admin has the complete control

Non-Functional Requirements:

- **Availability.** System must be available to the users whenever they try to access it.
- **Scalability.** Since there are already a large number of employees present and size and capacity of the institute increasing with time.
- **Ease of usage.** Users can access the system at ease from their desks.
- **Consistency.** Any new addition of a record to the system must be consistent and on deletion there should not be any conflicts.
- **Security.** System must be secure and no confidential information must be leaked in any form.
- **Privacy.** This is an implicit requirement. User's information must not be visible to another user.

Domain requirements:

- Must be a web application built on HTML5. Knowledge of HTML5 is required while developing the application.
- Must run internally on Institute's LAN. Knowledge of deploying on LAN is required.